

ACHIEVING MAXIMUM PRODUCTIVITY IN THE WORKPLACE

Customer Advisory Board
Moline Holiday Inn
Moline, Illinois

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1:30 p.m. to 3:30 p.m.

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GOAL: To improve the ability of leadership to bring out the best in each employee so they can

OBJECTIVES...

Personalities and Work Styles

Effective Leadership

Goal-Setting

Planning and Prioritizing Tools

Action Plan

Your Job . . . constantly asking . . .

- ◆ What can I learn?
- ◆ How can I use this?

An Effective Leader Is . . .

- ◆ Integrity
- ◆ Communicator
- ◆ People
- ◆ Visionary
- ◆ Caring
- ◆ Decision Making
- ◆ Dedicated
- ◆ Model
- ◆ Motivator
- ◆ Expertness
- ◆ Courageous

Seven Business Trends Affecting Managing Today

1. Initiative
2. Roles
3. Technology
4. Speed
5. Trust
6. Meaning
7. Low Cost Motivations

Personality Profile Exercise



A Communication Model

- ◆ Sender
- ◆ Receiver
- ◆ Who's at fault when communication is ineffective?

Information Must Be “Encoded” for Transmitting

Where Does Meaning Come From?

- ◆ Face-to-Face
 - ◆ Nonverbal
 - ◆ Words
 - ◆ Tone of Voice
- ◆ Telephone
 - ◆ Words
 - ◆ Tone of Voice
- ◆ E-Mail/Written
 - ◆ Words

The Missing Ingredient



What gives us feedback in our communication?

General Communication Tips

- ◆ Be Clear, Be Concise
- ◆ Who's Your Audience?
- ◆ Avoid Jargon
- ◆ Written Follow-Up
- ◆ Request Feedback

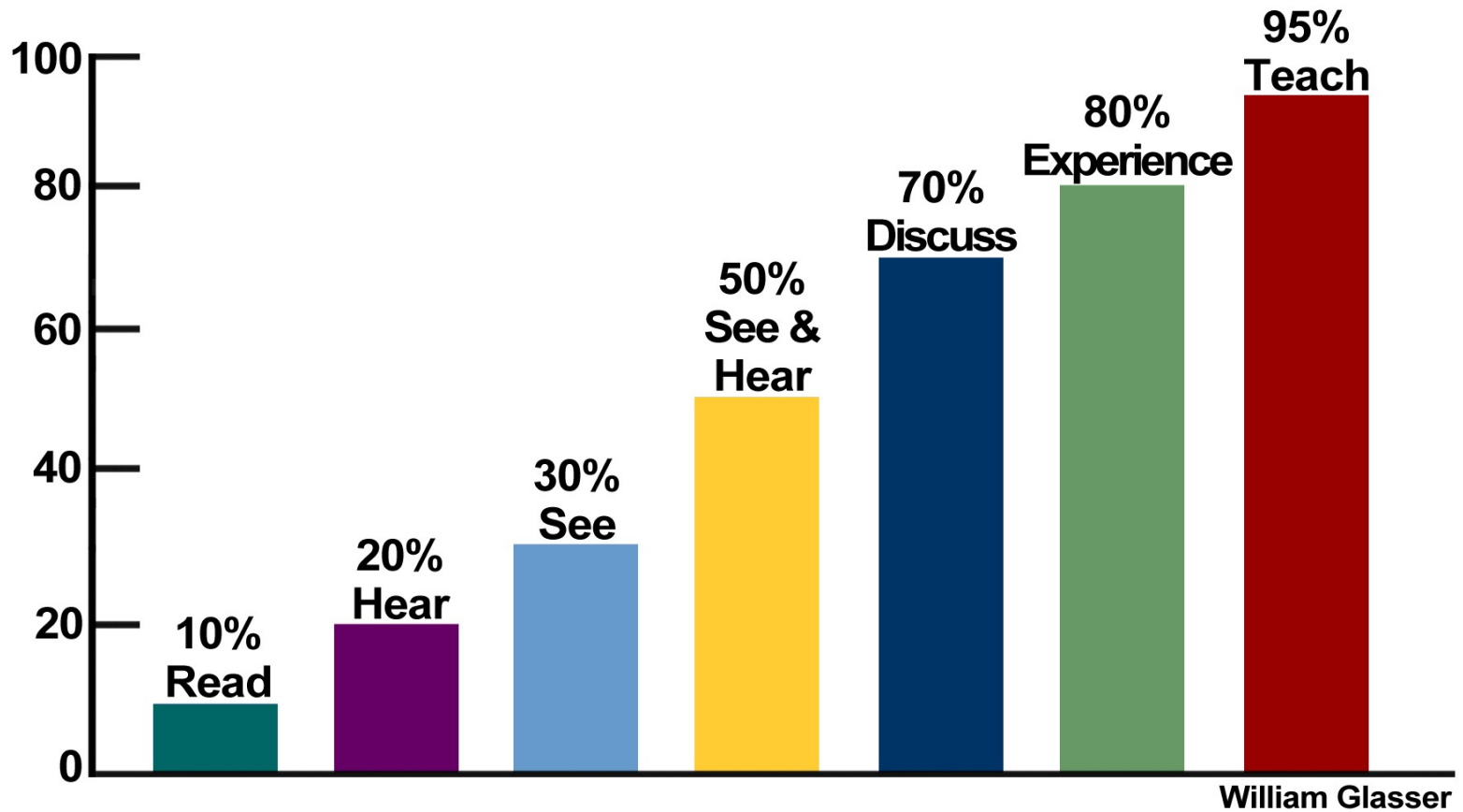
Tell People:

- ◆ What
- ◆ When
- ◆ Where
- ◆ Why
- ◆ How

Acute Symptoms of Chronic Problems

- ◆ No Common Purpose
 - ◆ Disempowerment
 - ◆ Low Trust
 - ◆ Misalignment

We Learn...



The Awesome Power of Goals!

- ◆ Write them down!

The Importance of Conducting Meetings Properly

- ◆ Measuring Meeting Cost Effectiveness
 - ◆ Wages
 - ◆ Productivity Lost
 - ◆ How many meetings?
 - ◆ How much time?
 - ◆ What's the ANNUAL COST?

Conducting an Effective Meeting

- ◆ Purpose
- ◆ Agenda
- ◆ Start on Time!
- ◆ Assign Action Items
- ◆ Examine Meeting Process

Investigate Your Relationship With Time!

- ◆ Controlling:
 - ◆ Time
 - ◆ Behaviors
 - ◆ Motivation
 - ◆ Focus

Living Above the Line – Covey's Time Matrix

		<u>II</u>	
IMPORTANT		- Crises	- Preparation
		- Pressing Problems	- Prevention
		- Deadline-Driven Projects,	- Planning
		Meetings and Reports	- Relationship-Building
			- Re-creation
			- Values Clarification
LIVE ABOVE THE LINE			
		<u>III</u>	<u>IV</u>
NOT IMPORTANT		- Needless Interruptions	- Trivia, Busywork
		- Unnecessary Reports	- Irrelevant Phone Calls,
		- Unimportant Meetings,	Mail, E-Mail
		Phone calls, Mail, E-Mail	- Time Wasters
		- Other People's Minor	- Excessive TV, Internet,
		Issues	Relaxation
		URGENT	NOT URGENT

Why Keep A Time Log?

- ◆ Do you REALLY know where your time is spent or do you just THINK you know?
- ◆ Are you achieving the MOST you can achieve each day?
- ◆ Do you want to accomplish MORE than you are doing now?

Five Procrastination Pointers:

1. Daily plan the night before.
2. Remove visual distractions.
3. Schedule ONE step at a time.
4. Identify the pattern of your interruptions.
5. Set a deadline.

Dr. Donald E. Westmore's
Advice:

Interrupt Interruptions

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So Many Messages, So Little Time

- ◆ E-Mail . . .
- ◆ Telephone . . .

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Creating An Action Plan: What Have I Learned Today?

- ◆ About ME?
- ◆ About MY GROUP?
- ◆ My #1 Goal . . . Who? . . .
When?
- ◆ My plans for next 24 hours . . .
- ◆ Plans for next week . . .

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Thanks for Your Attentiveness
Today!

